

Building Health and Human Services in South King County



A Business Plan for Our Community
2000 - 2002

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A Business Plan for our Community 2001-2002

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BUILDING HEALTH AND HUMAN SERVICES IN SOUTH KING COUNTY: A BUSINESS PLAN FOR OUR COMMUNITY, 2001-2002

EXECUTIVE SUMMARY

Introduction

South King County is a growing, vibrant community with more than 620,000 residents. The region includes sixteen suburban cities as well as unincorporated areas. South King County is home to many families and has 107,000 students enrolled in nine School Districts. Population trends in the region include:

- Significant growth
- Large immigrant and refugee population
- Increasing ethnic and cultural diversity
- Low-income families are moving from other areas of the county to find affordable housing in South King County
- Increasing senior citizen population

As a healthy, growing community, South King County is planning for the future. This plan is designed to identify specific ways that all sectors of the community – individual businesses, local chambers of commerce, non-profit providers, government, and private foundations – can work together to assure that South King County continues to be a place where individuals and families can thrive.

The Plan's Purpose and Scope

This plan is the result of strong collaborative efforts of non-profit human services providers, United Way of King County, local governments, King County, and businesses working together. The purpose of the plan is to provide a tool for the community to use for the next two years to continue to strengthen health and human services resources in South King County. It is designed to provide specific steps that the community can take to move forward to enhance and expand services to our region's residents. We have chosen a two-year timeframe in order to provide immediate results for which we will be held accountable. Resources developed during the two years will enable us to be successful long term. At the end of two years, the plan will be evaluated and revised.

In 1999, human services providers, local cities, King County Community Services Division and United Way of King County came together to develop a plan addressing human services needs in South King County. The project was first discussed with the South King County Human Services Planners group. A subcommittee was established and human services agency representatives from the South King Council of Human Services were asked to participate. Initially, the scope of the plan was to develop a needs assessment for the subregion, as part of King County's overall planning process. As work progressed, the vision quickly broadened to creating a plan that could be actively used to enhance and expand health and human services

in South King County, and increase involvement of all sectors of the community – private and public. The group identified expected outcomes and goals as described below.

Expected Outcomes and Goals of this Plan

Outcomes:

- Increase involvement and understanding throughout the community of key issues and strategies to build stronger health, human services and housing capacity in South King County.
- Increase human services funding in South King County from both private and public sectors.

Goals:

- Obtain agreement from human services funders, service providers, businesses, churches and other members of the community to collectively focus resources on key issues identified in the plan.
- Fund at least one collaborative project that addresses findings and implements strategies identified in the plan.

How the Plan was Developed and Information Sources Used

The group began by identifying information that was already available about human services needs and community assets, and what information still needed to be collected. More information was needed regarding immigrant and refugee communities, minority communities, seniors, people with disabilities, and youth. Focus groups and interviews were conducted to collect the information from refugee, immigrant and minority groups. A telephone survey was conducted of 400 South King County households, to gather information about community perceptions of human services needs and resources.

In addition to the information collected, the group reviewed numerous reports regarding human services trends and issues. Examples of the reports studied included the United Way of King County Community Needs Assessment, Public Health Seattle & King County reports, needs assessments and plans from local cities, and studies in specific service areas. A list of all reports used is included in the Appendix.

The information was reviewed regarding human services needs in South King County. The group brainstormed a list of needs, issues, and priorities in the region. The list was extensive, including the whole range of human services – health and mental health, family support, youth programs, senior services, affordable housing, emergency and transitional shelter, culturally competent services, employment assistance, and many others. A list of the human services issues and needs discussed is included in the Appendix.

Criteria for Choosing Key Focus Areas

As the list of human service needs and resources developed, it became clear that there were many more opportunities to enhance and expand human services in South King County than the two-year timeframe of the plan allowed. The group was faced with the daunting task of

prioritizing the key focus areas for the plan. The following criteria was developed and applied to each area of need identified. Out of this, the key focus areas emerged. The criteria used were:

1. Will addressing this issue ***benefit all of South King County?***
2. Is there ***community support*** to address this issue?
3. Can ***significant progress*** be made regarding this issue ***within the next two years?***

One underlying assumption in considering key focus areas for this plan was that existing, effective service systems would maintain their current service levels. Identification of a key focus area, therefore does not mean that work is not being done in other areas. Many successful, effective service strategies are currently in place and funders are committed to maintaining service systems that provide critical services. The key focus areas represent possible new directions and initiatives in human services in the South King County subregion.

A draft plan was taken to the South King County Human Services Planners and South King Council of Human Services to obtain comments and suggestions for changes to the business plan.

Goals and Strategies

Five community goals identified by United Way of King County provide the framework for this plan:

- Food to Eat and Roof Overhead
- Supportive Relationships within Families, Neighborhoods and Communities
- A Safe Haven from all Forms of Violence and Abuse
- Health Care to be as Physically and Mentally Fit as Possible
- Education and Job Skills to Lead to an Independent Life

Following is a summary of the five community goals, the key focus areas within each goal area, key findings, objectives and strategies. It is important to note that this should be considered the first phase of an ongoing community action process. These goals and strategies are expected to be addressed within the next two years. At that time, the community needs and resources will be reviewed again, and focus areas for the next few years will emerge.

Community Goal 1 - Food to Eat and a Roof Overhead

Key Issues

There is a gap in food bank capacity. Data indicates that the use of food banks is increasing despite the "strong" economy. Services to meet this demand are not present.

Food bank service delivery is inconsistent and spotty in much of South King County, especially for the homeless.

Proposal

OUTCOME: Increase the uniformity in quality and quantity of food bank services throughout all of South King County.

Suggested Strategies:

- Develop a working group to draft a standard of practice to be adopted by all local area food banks.
- Ensure through the standard of practice, that local food banks try to incorporate the many different cultures into food bank services.
- Obtain a food bank coordinator position for the South King County Food Bank Coalition to lead administration and fundraising.
- Conduct fundraising operations such as capital campaigns, etc.
- Advocacy through educating the community as to who uses food banks, sensitivity to dietary needs, etc.

Community Goal 2 – Supportive Relationships Within Families, Neighborhoods and Communities

Key Issue

There is a lack of quality, affordable, accessible child care in South King County that is also culturally relevant (especially for infants).

Proposal

OUTCOME: Increase the availability of quality, affordable, accessible child care.

Suggested Strategies:

- Sponsor a South King County Child Care Forum with participation by employers, government, nonprofits, funders and providers.
- Provide businesses with information regarding the benefits of onsite childcare.
- Form a partnership with Child Care Resources.
- Form a South King County Child Care Coalition.
- Involve community colleges.
- Sponsor a forum for providers on quality issues.
- Examine the Bellevue/Redmond model.

- Encourage nonprofits which provide child care to open facilities in South King County especially those providing school age and infant care.
- Encourage cities and county to encourage large apartment complexes to include child care facilities.
- Work through the South King County Child Care Forum to advocate with State and Federal legislators to require childcare licensing.

Community Goal 3 - A Safe Haven From All Forms of Violence and Abuse

Key Issues

Domestic violence is a significant problem in South King County with limited local resources to address it.

Proposal

OUTCOME: Increase domestic violence victim services in the South King County

Suggested Strategies:

- Increase funding to domestic violence services in the South King County.
- Seek non-government funding sources to contribute to domestic violence services in South King County.
- Implement a coordinated domestic violence subregional planning process in South King County.
- Establish a team approach to domestic violence prosecution in South King County.
- Approach existing domestic violence victim services agencies about their desire/capacity to expand to South King County.
- Examine effective models in other cities.
- Assist cities in establishing or maintaining domestic violence task forces.
- Reconvene the South King County domestic violence meetings of service providers, planners and other stakeholders.
- Advocate with legislators for increased funding for services.
- Support the ongoing Domestic Violence/Child Protective Services Collaboration Project.
- Provide cell phones, portable alarms and panic buttons to victims.
- Bring cultural aspects into domestic violence materials.

OUTCOME: Improve criminal justice response to domestic violence.

Suggested Strategies:

- Advocate within the legal system to move to prosecution without the victim's presence.
- Ensure that all South King County police departments have reporting forms that adequately cover domestic violence.
- Assist criminal justice staff in securing training specific to domestic violence cases.
- Participate in new King County domestic violence fatality review panel.

Community Goal 4 – Health Care to be as Physically and Mentally Fit as Possible

Key Issues

The demand for Mental Health services in South King County is increasing.

Access to Mental Health Services is a problem due to transportation difficulties, insurance limitations, lack of familiarity with mental illness, and lack of understanding about what the mental health system is in South King County.

Mental health services are not always well integrated and the continuum of services is not always used.

Professionals and families involved in mental health services need more information.

Proposal

Outcome: Increase access to mental health services for South King County residents.

Suggested Strategies:

- Start a mental health task force in South King County. This task force should bring advocates and support systems to the table at all levels—planning, policy making, information sharing, and individual treatment planning
- Publicize warning signs of depression (particularly in children) and where to get help. Among the populations targeted should be school officials, teachers, and all professionals who deal with children. Examples of media that could be utilized are: city newsletters, utility bill inserts and billboards.
- Develop a public awareness campaign with South King County media to provide information about mental illness and how to access services.
- Arrange for the South King Council of Human Services to host a meeting of mental health providers, advocates and other interested stakeholders.
- Provide educational materials and referral information to sites where people in need of services can access the information: including private doctors, emergency rooms, health clinics, etc.
- Advocate for the equitable distribution of state, county, and private funding for South King County.
- Develop a position paper in support of greater expenditure for mental health services in South King County.

Community Goal 5 - Education and Job Skills to Lead to an Independent Life

Key Issues

The demand for English as a Second-Language (ESL) services in South King County is increasing. Many of the 5,000 refugees who come to Washington each year settle in South King County because they cannot find affordable housing in Seattle or the Eastside.

There is a great need for immediate and culturally relevant ESL services for immigrants as soon as they arrive. In order for ESL learners to lead an independent life, they must be able to read, write, and speak English well enough to maintain gainful employment and earn a livable wage.

Proposal

OUTCOME: Increase basic ESL skills.

Suggested Strategies:

- Evaluate existing programs.
- Coordinate with ESL providers.
- Make ESL learning more accessible at churches, workplaces, non-profit agencies and places where the ESL population congregates.
- Build stronger relationships with the ethnic communities and develop partnerships out of those relationships.
- Support the growing number of cultural services and ESL centers in South King County by attracting more funding and volunteers.
- Advocate for more flexible hours for the ESL community college programs.
- Provide more basic ESL classes in the community.
- Examine ESL system currently in place.
- Collaborate on how programs are being administered to children.
- Develop standardized ESL curriculum and teach it in the school classrooms.
- Provide support for families raising bicultural and bilingual children.

OUTCOME: Increase individual employability and job readiness for ESL learners.

Suggested Strategies:

- Conduct job readiness workshops that include job search assistance, application/resume preparation, interviewing techniques, and opportunities for on-the-job training, summer employment, temporary employment, and full-time employment.
- Provide instruction in survival English for job placement and/or training.
- Establish apprenticeship and mentoring models for use in the business environment.
- Support education for employers that promotes the increased hiring and retention of ESL employees.
- Find additional funding for job-site education.
- Promote entrepreneurial training.
- Work with Employment Security.
- Provide more extensive training for Department of Social and Health Services (DSHS) Community Service Offices.

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BUILDING HEALTH AND HUMAN SERVICES IN SOUTH KING COUNTY: A BUSINESS PLAN FOR OUR COMMUNITY, 2001-2002

GENERAL INTRODUCTION

I. Process for Developing Subregional Plan:

The development of the South Subregional Plan began in Spring of 1999 as a result of King County's Strategic Plan process. This is an effort to examine each subregion of the county in terms of human services and various needs.

The King County Community Services Division called for a subcommittee of representatives from South King County Human Services Planners. During the initial meetings it was decided to broaden the scope and include service providers.

The initial scope of the document was to develop a singular needs assessment for South King County. That soon gave way to a broader vision of developing a "business" plan that could be used in a variety of arenas and had the potential to increase revenue for human services.

The newly expanded group began reviewing all available data sources from individual cities, United Way Community Assessment for South King County and King County, Public Health – Seattle & King County, etc. In addition, specific data on service areas such as basic needs, child care, education, seniors, homeless, etc., was reviewed. The committee members wanted to obtain information from under-served populations. Targeted groups included Eastern Europeans, Hispanics, Southeast Asian, East Indians (Sikhs), Native Americans and African Americans. Surveys were distributed to selected populations such as seniors, youths, people with disabilities and others. In addition, King County conducted a random telephone survey with 400 South King County households to gather additional information. (Please refer to the Appendix for complete listing of documents reviewed).

The data collected was reviewed and analyzed at a retreat in November 1999. The United Way Goal Areas were adopted for standardization. The goal areas are: Food to Eat and Roof Overhead; Supportive Relationships within Families, Neighborhoods and Communities; A Safe Haven from all Forms of Violence and Abuse; Education and Job Skills to Lead to an Independent Life and Health Care to be as Physically and Mentally Fit as Possible. The committee proceeded to identify needs and gaps in each of the areas. Guiding Principles were developed to aid in prioritizing the goals selected for implementation. The committee chose to focus on issues where there was broad political support, issues that could be accomplished in one to two years, and issues that spanned South King County. The highest ranked issues were selected for this project as the key issues. (Please refer to the Appendix for Summary of Retreat.)

Drafts of the plan were distributed to the South King County Human Services Forum (comprised of elected officials representing South King County cities); the South King Council of Human Services (comprised of service providers, staff and funders); and representatives from the

business community for feedback and suggestions. These comments were brought back to the committee for discussion and for incorporation into the final document.

II. EXPECTED OUTCOMES:

- * Increase involvement and understanding throughout the community, of key issues and strategies to build stronger health, human services and housing capacity in South King County.
- * Increase human services funding in South King County from both private and public sectors.

III. GOALS:

- * Obtain agreement among human services funders, service providers, businesses, churches and other members of the community to collectively focus resources on key issues identified.
- * Fund at least one collaborative project that addresses findings and implements strategies identified.

IV. SOUTH KING COUNTY PROFILE

South King County has 9 school districts with a combined enrollment of 107,000 students. By contrast there are 65,000 kids enrolled in K-12 in East King County and 48,000+ in Seattle. According to 1999 population estimates, more than 620,000 people live in South King County making it the most populated region in the county. The population has increased 55% since 1980.

The region is inclusive of large industrial complexes (many of the Boeing Company's largest facilities are in this region), crowded suburban shopping centers, large residential areas and rural farms. The landscape in the region has changed significantly in the last twenty years as it has moved from primarily rural and small city economies to the increasingly large industrial complexes, which now take up most of the Green River Valley floor and are continuing to increase.

The following population impacts are of particular note:

- Significant growth
- Large immigrant and refugee population
- Increasing diversity of population, particularly Asian, East European, African American, Hispanic, African (East African refugees), Ukrainian, and Vietnamese
- Noticeable trend of more low-income families leaving other areas of the county to move to South King County where housing is more affordable
- Areas of a high percentage of people living in poverty
- Growing number of senior citizens moving to South King County, again attracted by the lower cost of housing.

Many agencies were developed in the 1970's by community residents concerned about the need to provide services to address a wide array of issues: hunger, unemployment, youth

problems, alcohol and drug usage, domestic violence, child abuse and more. Agencies in South King County have strong roots in the community and have a history of collaboration as they work closely together to meet growing needs. The South King Council of Human Services has been a catalyst for meeting the needs of agencies and people in the region through collaborative grant funded projects, community education and advocacy. The Council continues as a strong planning and advocacy organization in the region.

Cultural relevancy continues to be an important issue for agencies in South King County. During the delivery of all services, agencies and staff are encouraged to be aware of the differences in various cultures and ethnicities and provide services with respect and acknowledgement of these differences. Whenever possible agencies should be responsive in serving the diverse need of their service users. It is important to continue to address the changing and diverse needs of the community we serve by seeking a variety of input, continually improving the cultural competence of our services, and by supporting the diversity of families and service providers.

Community Goal 1: Food to eat and a roof overhead

I. Definition of Key Area

Ensure that all people have access to basic needs, defined as having the basic necessities of life. Services that qualify as basic needs are food, clothing, and housing.

The overall outcome for this issue area is to increase the uniformity in quality and quantity of food bank services throughout all of South King County.

II. Key Issues

There is a gap in food bank capacity.

Data indicates that the use of food banks is increasing despite the "strong" economy, but the services to meet this demand are not present. The increased demand is a result of several factors. Welfare families who obtain full-time or part-time employment experience a reduction in their food stamp allocation. These families tend to be employed in low wage jobs with less opportunities for wage advancement. In addition, increased housing costs consume more of the household income, leaving less for other necessities. As a result, food banks are used as supplemental "income" sources by families with limited or fixed incomes.

Food bank service delivery is inconsistent and spotty in much of the South King County, especially for the homeless.

Access to food and food service distribution is inconsistent and spotty in many areas of South King County, especially for homeless individuals and families. For example, residents of Tukwila must go to Des Moines to receive food. Service requirements and hours also vary. Some food banks can provide weekly help, others only monthly. The volume of food and operational procedures differs from food bank to food bank.

III. Findings and Data

- Food Banks in South King County report that requests for food assistance are continuing to grow, with the greatest growth of people being families with children where a household member is working, and senior citizens who are living on a fixed income.
- The South King County Food Bank Coalition provided 4,888,484 pounds of food in 1999 as compared to only 3,909,084 the previous year.
- Food Banks now serve as an ongoing support services to low-income wage earners, not just as an emergency service. It is predicted that food banks will continue to see greater numbers of children and working poor.
- The 14 South King County food banks are being especially impacted by welfare reform, as the largest percentage (44%) of families receiving welfare live in South King County.
- The Emergency Feeding Program, which provides food to those unable to access the more traditional food banks, as well as resource counseling and referrals, provided 7,500 meals to 1,056 households in Kent, while 3,183 meals were provided to 527 Federal Way residents.

- The population in South King County has expanded by 55%, growing from 400,000 to 620,000 in the past 18 years.
- The per capita income of the South King County population is under 95% of the County level. In comparison, East King County had a per capita income almost 115% of the County level for this same period.
- By 2003, 17.6% of the south region families are expected to have incomes below 59% of the County median in comparison with 23.7% of Seattle and 9.5% of East region families.

IV. Proposal

OUTCOME: Increase the uniformity in quality and quantity of food bank services throughout all of South King County.

Objective#1 : The South King County Food Bank Coalition will work with Planners to convene all the Food Banks and Food Distributors in order to establish common procedures and practices.

Suggested Strategies:

- Develop a working group to draft a standard of practice to be adopted by all local area food banks.
- Assure through the standard of practice, that local food banks try to incorporate the many different cultures into food bank services.

Objective #2: Increase the capacity of food banks who are stretched to the limit by offering incentives for collaborative efforts.

Suggested Strategies:

- Obtain a food bank coordinator position for the South King County Food Bank Coalition to lead administration and fundraising.
- Conduct fundraising operations such as capital campaigns, etc.
- Advocate through educating the community as to who uses food banks, sensitivity to dietary needs, etc.

Community Goal 2: Supportive Relationships within Families, Neighborhoods, Communities

I. Definition of Key Area

Ensure that all people have a network of support available to them. Supportive relationships are a primary need for a healthy community.

II. Key Issue

There is a lack of quality, affordable, accessible child care in South King County that is also culturally relevant (especially for infants).

Accessible child care needs to address such issues as: transportation, shift work, Americans with Disabilities Act, children with special needs, infants, sick children, school age children, and sites collocated with businesses.

Child care that is culturally relevant provides appropriate services and environments for clients based on ethnicity, gender, religious practices, sexual orientation, and disabilities. Programs are bilingual where possible, understand cultural differences regarding child rearing and family practices, and provides multicultural program.

According to the State of Child Care Report by Child Care Resources, "Parents as well as providers and other professionals in the field recognize the core components of a high quality program as:

- Frequent and positive interactions with child
- Consistent caregivers
- Individual attention as well as small groupings
- Teacher skills in helping children grow in independence, social competence, intellect, and self-esteem."

The chief ingredient in providing quality care is the child care worker. To make child care more affordable for families, the providers hold down child care fees, which in turn impact the wages and benefits that centers provide to teachers and the incomes of family providers.

III. Findings and Data

- The Department of Social and Health Services (DSHS) only reimburses child care providers for 62% of the cost.
- Licensed child care has increased by three percent since 1996. However, all of the increase has been in child care centers. The number of family child care homes has actually decreased by seven percent since 1996. This loss of family child care homes has decreased options for families.
- In 1998 there were 827 family child care homes in South King County and 136 child care centers.

- Since 1994 there has been an increase in the percentage of calls to Child Care Resources for evening and weekend care, particularly from low-income parents living in South King County and Seattle. Unfortunately, child care during non-standard hours is very scarce. Some parts of King County have no licensed facilities offering weekend or evening care.
- The cost of child care presents a significant challenge to working families in King County. Child care in licensed centers now costs an average of \$750 a month for infants, \$620 a month for toddlers, and \$525 a month for preschoolers. Although these rates are not high enough to secure decent wages for child care workers, they are still beyond the means of many families.
- The quality of child care is integrally tied to the wages and benefits paid child care teachers and aides. Poor wages and inadequate benefits have contributed to an enormous turnover rate in child care centers throughout Washington State (31%). Because of high teacher turnover, child care staff may lack experience and training and be ill equipped to deal with the complexities of helping children learn.
- United Way data shows that 39 percent of the county's children now live in South King County. However, records maintained by the State DSHS show South King County only has 34 percent of the slots.

IV. Proposal

OUTCOME: Increase the availability of quality affordable accessible child care.

Objective #1: Increase the involvement of employers.

Suggested Strategies:

- Sponsor a South King County Child Care Forum with participation by employers, government, nonprofits, funders and providers.
- Provide businesses with information regarding the benefits of onsite child care.

Objective #2: Assist providers in becoming connected and forming networks.

Suggested Strategies:

- Sponsor a South King County Child Care Forum with participation by employers, government, nonprofits, funders and providers.
- Form a partnership with Child Care Resources.
- Form a South King County Child Care Coalition.
- Involve community colleges.
- Sponsor a forum for providers on quality issues.
- Examine the Bellevue/Redmond model.

Objective #3: Increase the awareness of funding opportunities.

Suggested Strategies:

- Sponsor a South King County Child Care Forum with participation by employers, government, nonprofits, funders and providers.
- Form a South King County Child Care Coalition.

Objective #4: Review the potential of developing child care centers in South King County.

Suggested Strategies:

- Encourage nonprofits which provide child care to open facilities in South King County especially those providing school age and infant care.
- Encourage cities and county to encourage large apartment facilities to include child care facilities.

Objective #5: Support legislation to require licensing of all child care facilities including school based centers.

Suggested Strategy:

- Work through the South King County Child Care Forum to advocate with State and Federal legislators to require childcare licensing.

Community Goal 3: A safe haven from all forms of violence and abuse.

I. Definition of Key Area

Ensure that all people are safe and feel secure in their communities, including the environments of school, work and home. It is a primary function of any community to provide public safety so that their citizens can enjoy the benefits of their hard work and good citizenship.

II. Key Issue

Domestic violence is a significant problem in the South King County with limited local resources to address it.

Domestic violence continues to be a significant problem in South King County, as it is elsewhere. In response, a “continuum of care” has been developed in South King County to aid victims of domestic violence and their families. Included in the continuum are community advocates, court advocates and housing. However, there is only one primary provider, the Domestic Abuse Women’s Network (DAWN) located in South King County. DAWN operates the only confidential domestic violence shelter in South King County. Anita Vista is the only program offering transitional housing for domestic violence victims in South King County. Both these programs have high turn-away figures. Many more victims are seeking advocacy, shelter and transitional housing than can be served.

Given the large geographical area of South King County and the high demand for service, this is unacceptable. The current programs offer a variety of services, including shelter and advocacy, but they are not sufficient to meet the demands and diversity of the subregion.

III. Findings and Data

- Twenty-nine percent of the South Urban respondents in a 1999 survey said that Domestic Violence was a major or moderate community problem. In the South Rural areas, 28% said that domestic violence was a major or moderate problem.
- In 1997, there were 4,320 domestic violence crimes reported to police in South King County cities.
- Virtually all women using shelter services had very limited incomes. Forty-six percent had less than \$500/month in income, 73% had incomes below \$1,000/month and a total of 87% had incomes below \$1,500/month. At these levels, managing to find housing and support themselves and their children presents the victims with very real challenges.
- In 1998, DAWN, which provides crisis services and the only confidential domestic violence shelter in South King County, provided emergency shelter to 183 adults and 236 children. They turned away an additional 1,537 adults and 1,867 children.
- In 1998, 658 South Urban residents received domestic violence victim services within the countywide system.

IV. Proposal

OUTCOME: Increase domestic violence victim services in South King County.

Objective #1: Add at least six emergency shelter beds in South King County to the existing twenty-one.

Suggested Strategies:

- Increase funding to domestic violence services in South King County.
- Seek non-government funding sources to contribute to domestic violence services in South King County.

Objective #2: Expand and diversify the number of domestic violence service agencies operating in South King County.

Suggested Strategies:

- Implement a coordinated domestic violence subregional planning process in South King County.
- Establish a team approach to domestic violence prosecution in South King County.
- Approach existing domestic violence victim services agencies about their desire/capacity to expand to South King County.

Objective #3: Build upon and enhance domestic violence services currently in place in the cities and the county, including churches, judges, prosecutors, domestic violence task forces, etc.

Suggested Strategies:

- Examine effective models in other cities.
- Assist cities in establishing or maintaining domestic violence task forces.
- Reconvene the South King County domestic violence meetings of service providers, planners and other stakeholders.

Objective #4: Increase services for children who are abused or witness abuse.

Suggested Strategies:

- Advocate with legislators for increased funding for services.
- Support the ongoing Domestic Violence/Child Protective Services Collaboration Project.

Objective #5: Increase safety of victims.

Suggested Strategy:

- Provide cell phones, portable alarms and panic buttons to victims.

Objective #6: Increase education and access to domestic violence services for minority groups.

Suggested Strategy:

- Bring cultural aspects into domestic violence materials.

OUTCOME: Improve criminal justice response to domestic violence.

Objective #1: Make batterers more accountable for their abusive behaviors.

Suggested Strategies:

- Advocate within the legal system to move to prosecution without the victim's presence.
- Ensure that all South King County police departments have reporting forms that adequately cover domestic violence.
- Assist criminal justice staff in securing training specific to domestic violence cases.
- Participate in new King County domestic violence fatality review panel.

Community Goal 4: Health care to be as Physically and Mentally Fit as Possible

I. Definition of Key Area

Mental Health is the ability to cope with the ordinary demands of life. It involves the ability to engage in productive activity, to fulfill relationships with others, adapt to change and cope with adversity. Mental illness includes a variety of disorders characterized by alterations in thinking, such as Alzheimer's disease; in mood, as in depression, or in behavior, such as hyperactivity. Anxiety disorders, attention deficit/hyperactivity disorder, depression, dementia, schizophrenia, substance abuse, and suicide are all elements of mental illness.

II. Key Issues

The demand for Mental Health services in South King County is increasing.

Because the cost of living is lower in South King County than other parts of King County, there is a higher percentage of renters, an influx of immigrants, and other populations with high needs. There are fewer social connections and social supports to the considerable transient population. In general, there are fewer resources to provide social supports to families than in many other subregions.

Access to mental health services is a problem due to transportation difficulties, insurance limitations, lack of familiarity with mental illness, and lack of understanding about what the mental health system is in South King County.

Some of the mental health access problem is due to lack of public transportation to mental health services locations. There is also a high rate of uninsured and underinsured people in the area, which means that many mental health services are beyond their means. The stigma attached to mental illness is another factor that inhibits people from accessing services. This is particularly true for immigrants and rural populations. The mental health delivery system (public and private) has complex eligibility criteria that creates barriers to access (i.e., income criteria, insurance limits and co-pay requirements). There is a lack of awareness about entitlement programs, specifically the Children's Health Insurance Plan (CHIP) and Basic Health. If people were aware of these programs and accessed them, they could receive subsidized mental health services.

Mental health services are not always well integrated and the continuum of services is not always used.

Professionals and families involved in mental health services need more information about providing coordinated, integrated services. Even those responsible as referral sources for the mental health system are not always aware of the services available and the eligibility criteria.

There is a lack of methods for early identification of children and families who need mental health services. There is a need for proactive resources targeted for healthy

growth and development of children and teens (e.g., activities, recreation, and education).

There is a lack of culturally relevant and competent services (including interpreter services) in South King County. The growing immigrant population is placing increasing demand for this type of service.

III. Findings and Data

- Mental health is the second leading cause of disability.
- In children ages 9 to 17 years old, the prevalence rate of serious emotional disturbances is in the range of 9 – 13%.
- Seattle has the highest rate of depression with over 223 depressions per 100,000 population. South King County followed with 180 depressions. North King County had 136 and East King County had 127.
- In the South King County Urban telephone survey, 35% to 53% of residents thought drug abuse was a problem in their city; 32% to 48% considered alcoholism a problem and 18% to 32% considered mental illness to be a problem.
- Suicide rates are higher than the County average, particularly in men ages 20-36.
- In 1996, hospitalization rates for depression for residents of Federal Way and Auburn were significantly higher than the County average. The rates were higher than the County average for residents of Vashon Island and Kent. The rate countywide was higher among females than among males. In addition to depressive disorders, bipolar disorders and schizophrenia are the major cause of hospitalization for mental health conditions. Rates of hospitalization for bipolar disorders are higher than the County average for residents of Highline/Burien, Auburn, and Kent. Rates of hospitalization for schizophrenia were higher for residents of Auburn than the County average.
- The suicide rates for young and elderly males remain high. In Auburn and Federal Way attempted suicide rates are higher than the County average. High poverty neighborhoods had high suicide rates. The suicide rate for Native Americans was higher than for Whites, 1987-1996. Among 8th graders, approximately one student out of five considered suicide in the previous year, while only one out of ten attempted it. Students at the 8th grade level were more than twice as likely to attempt suicide compared to 12th grade students. One in five Seattle females have tried to commit suicide.

IV. Proposal

OUTCOME: **Increase access to mental health services for South King County residents.**

Objective #1: Educate the community about mental health and health resources available (including government programs and private insurance), and the process for accessing the services.

Suggested Strategies:

- Start a mental health task force in South King County. This task force should bring advocates and support systems to the table at all levels—planning, policy making, information sharing, and individual treatment planning
- Publicize warning signs of depression (particularly in children) and where to get help. Among the populations targeted should be school officials, teachers, and all professionals who deal with children. Examples of media that could be utilized are: city newsletters, utility bill inserts and billboards.
- Develop a public awareness campaign with South King County media to provide information about mental illness and how to access services.

Objective #2: Educate mental health providers, health providers and referral sources on navigating the mental health system and use advocates to help clients navigate the system.

Suggested Strategies:

- Arrange for the South King Council of Human Services to host a meeting of mental health providers, advocates and other interested stakeholders.
- Provide educational materials to resources for referrals: including private doctors, emergency rooms, health clinics and other sites where people in need of services can get information.

Objective #3: Increase funding for mental health services in South King County.

Suggested Strategies:

- Advocate for the equitable distribution of state, county, and private funding for South King County.
- Develop a position paper in support of greater expenditure for mental health services South King County.

Community Goal 5: Education and Job Skills to Lead to an Independent Life

I. Definition of Key Area

Increase the opportunities for people to become gainfully employed and earn a livable wage.

II. Key Issues

The demand for English as a Second Language (ESL) services in South King County is increasing.

Many of the 5,000 refugees who come to Washington each year are now settling in South King County because they cannot find affordable housing in Seattle or in East King County.

There is a great need for immediate and culturally relevant ESL services for immigrants as soon as they arrive.

In order for ESL learners to lead an independent life, they must be able to read, write, and speak English well enough to earn a livable wage, maintain employment, and communicate successfully in all settings.

It is important to reach immigrants immediately after they arrive so they can be directed to ESL services. The sooner a newly arrived immigrant has a support system in place, the sooner he or she can become economically self-sufficient.

III. Findings and Data

- The South King County region experienced an approximately 2% increase each in Hispanic, African American and Asian enrollment between the 1994-1995 school year and the 1998-1999 school year with a corresponding 6% decrease in white enrollment.
- South King County had over 6,400 students, or 6% of enrollment in bilingual programs compared to only 2.6% of students in North King County and 4.7% in East King County. Seattle was the most diverse with 5,700, or almost 12%, of its students in the bilingual program.
- The South King County school district region had almost 2,000 East European students, over 1,200 Asians and almost 1,300 students from other ethnic groups in smaller numbers with over 70 different native languages.
- Districts such as Kent, Highline and Tukwila have high populations of immigrant children lacking English skills and large numbers of transient students.
- The number of languages spoken in South King County school districts ranges from approximately 30 in Tukwila, to 48 in Renton and 64 in Kent.
- For 1999, the Community Health Center of King County reported that the primary language of patients was 10% Russian, 21% Spanish, 6% Korean, and that another 9% spoke a variety of languages other than English.

- The Federal Way South King County Multi Service Center reported in their literacy program, over 50% (108 out of 202) of participants have limited English speaking capacity.
- Seattle and South King County have the largest number of adult residents with Level 1 (lowest literacy level) and Level 2 literacy ratings.
- ESL clients indicated that participation in adult education had helped a majority (60%) of them to improve their basic English skills.
- Six-month follow up results indicate that 35% of the ELS clients benefited in some way from adult education in terms of enhanced employability.
- 24% of the ESL clients who lacked a high school diploma had resumed their education within six months of leaving adult education, most of them having re-enrolled in English language instruction courses.

IV. Proposal

OUTCOME: Increase basic ESL skills.

Objective #1: Generate awareness for existing ESL programs to those who need the services, as well as to government, agencies, businesses and potential volunteers.

Suggested Strategies:

- Evaluate existing programs.
- Coordinate with ESL providers.
- Make ESL learning more accessible at churches, workplaces, non-profit agencies and places where the ESL population congregates.

Objective #2: Increase culturally relevant services and access to literacy and ESL programs.

Suggested Strategies:

- Build stronger relationships with the ethnic communities and develop partnerships out of those relationships.
- Support the growing number of cultural services and ESL centers in South King County by attracting more funding and volunteers.
- Advocate for more flexible hours for the ESL community college programs.
- Provide more basic ESL classes in the community.

Objective #3: Reach more children who need ESL services through the school system.

Suggested Strategies:

- Examine ESL system currently in place.
- Collaborate on how programs are being administered to children.
- Develop standardized ESL curriculum and teach it in the school classrooms.
- Provide support for families raising bicultural and bilingual children.

OUTCOME: Increase individual employability and job readiness for ESL learners.

Objective #1: Promote job readiness programs in order to increase employability.

Suggested Strategies:

- Conduct job readiness workshops that include job search assistance, application/resume preparation, interviewing techniques, and opportunities for on-the-job training, summer employment, temporary employment, and full-time employment.
- Provide instruction in survival English for job placement and /or training.

Objective #2: Increase employer involvement.

Suggested Strategies:

- Establish apprenticeship and mentoring models for use in the business environment.
- Support education for employers that promotes the increased hiring and retention of ESL employees.
- Find additional funding for job-site education.
- Promote entrepreneurial training.
- Work with Employment Security.
- Provide more extensive training for Department of Social and Health Services (DSHS) Community Service Offices.

NEXT STEPS

To build health and human services in South King County the first step is to view the needs in a subregional approach. This section outlines the work plan using the subregional approach to meet the identified goals. Each goal area in the plan identifies next steps specific to that goal.

Successful implementation of the plan requires the development of partnerships between providers, jurisdictions and businesses. Through these partnerships, it will be possible to seek new funding dollars to supplement what the cities can do with general fund and Community Development Block Grant dollars. It is critical to recognize the importance of seeking funding for the entire subregion rather than by individual jurisdictions. South King County, as a subregion, represents over 600,000 people. When seeking outside funding a united, subregional approach is more powerful than an individual city.

Developing Partnerships

A first step in developing a partnership between jurisdictions and providers started in May 2000. A proposal to the South King County Human Services Forum resulted in the Forum adopting Goal 1 of this plan as its work program for the year. Elected officials, staff and the South King County Food Bank Coalition have established a committee that will develop best practices standards designed to improve the quality of services and increase the capacity of South King County food banks. The group will identify funding opportunities to address the identified needs.

In order to develop both awareness and interest in human services, a PowerPoint presentation of this plan was developed by a team from the Leadership Institute of South Puget Sound to be used in the business community. Members of the South King County Human Services Planners group and the South King Council of Human Services will make the presentations to interested South King County businesses. The goal of the presentations is to secure both funding and support for human services.

Providers, businesses and jurisdictions are encouraged to seek appropriate partnerships to implement other identified goals, objectives and strategies.

Funding

The first step towards the development of a cohesive approach to bringing new funding into the subregion is combining the funding committee of the Subregional Planning Group and the Resource Development Committee of the South King Council of Human Services. The combined committee will research and identify funding from public and private sources to address the goals identified in the plan. The committee will work with the South King Council of Human Services and the South King County Human Services Forum to develop grant seeking partnerships that demonstrate the collaborative efforts of South King County.

If, during the course of the research, funding opportunities for areas other than the five goals identified in the plan are found the committee will share these opportunities with the appropriate providers. The committee will also assist the providers in forming funding partnerships to improve the potential of receiving grants.

Evaluation

The business plan will be evaluated at the end of two years to determine the effectiveness in developing partnerships, obtaining new funding resources and identifying need areas in South King County. Input on the effectiveness of the plan will be sought from the South King County Human Services Forum, South King Council of Human Services and other interested groups. Each goal area has outcomes that will be measured to determine the effectiveness of the activities. Following the evaluation, an updated plan that reflects new goals, outcomes and strategies based on both the evaluation and needs of the subregion will be drafted.

BUILDING HEALTH AND HUMAN SERVICES IN SOUTH KING COUNTY: A BUSINESS PLAN FOR OUR COMMUNITY, 2001-2002 is a living document. The planning group developed the plan based on the available data but with the recognition that human service needs and strategies change over time. With this understanding comes the commitment to use the plan as a guide to address the issues identified while maintaining an awareness of other community needs both current and emergent.

Appendix

I. Glossary

II. List of Documents Reviewed

- A. Goal Area
- B. Telephone Survey of Residents
- C. Focus Groups

III. Retreat Summary of Key Issues

IV. Steering Committee Members

V. Collaborators

VI. Who to Call for More Information

I. Glossary

Child Care Resources –

A non-profit agency providing child care resource and referral to parents and training to providers.

Domestic Abuse Women's Network (DAWN) -

A non-profit agency providing domestic violence services in South King County.

South King Council of Human Services –

A coalition representing providers, funders and planners of human services in South King County.

South King County Food Bank Coalition –

A coalition whose membership represents food banks providing service in South King County.

South King County Human Service Forum –

A coalition representing South King County cities and United Way that determine human service policy. The membership includes elected representatives, staff and community representatives appointed by Mayors.

South King County Human Service Planners –

A group of human service planners including cities, county government, housing, health and state agencies that fund and develop service delivery plans for South King County.

IIA. List of Documents Reviewed by Goal Area

Food to Eat and Roof Overhead

- Emergency Feeding Program Data Services
- EFAP Food Bank Demographics for South King County
- United Way of King County Health and Human Services Community Assessment (1999)

Supportive Relationships Within Families, Neighborhoods and Communities

- The State of Child Care, Child Care Resources (1999)
- United Way of King County Health and Human Services Community Assessment (1999)

A Safe Haven From All Forms of Violence and Abuse

- South Urban Community Survey, Market Data Research Corp. (1999)
- United Way of King County Health and Human Services Community Assessment (1999)
- City of Federal Way Human Services Comprehensive Plan (1999)
- King County Domestic Violence Victim Services Information System (1995-1999)

Health Care to be as Physically and Mentally Fit as Possible

- South Urban Community Survey, Market Data Research Corp. (1999)
- United Way of King County Health and Human Services Community Assessment (1999)

Education and Job Skills to Lead an Independent Life

- United Way of King County Health and Human Services Community Assessment (1999)
- ESL Instruction in Adult Education: Findings from a National Evaluation (Nicholas B. Fitzgerald, Development Associates, Inc.)
- American Dream Being Forged in Suburbs, Seattle Post Intelligencer
- City of Federal Way Human Services Comprehensive Plan
- *The Condition of Education*: The National Center for Education Statistics (NCES)
- Workplace Literacy Programs for Nonnative English Speakers (Janet Isserlis, International Institute of Rhode Island)
- Developing Employability Skills (Kathleen Cotton)
- El Central de la Raza website
- Kent School District website

IIB. South Urban Resident Telephone Survey Results

SELECTED FINDINGS SOUTH URBAN TELEPHONE SURVEY By School District

<u>QUESTIONS</u>	<u>Auburn</u>	<u>Federal Wy</u>	<u>Highline</u>	<u>Kent</u>	<u>Renton</u>	<u>TOTAL</u>
	(46)	(55)	(83)	(79)	(51)	(398)
Your community is an excellent place to live	24%	18%	31%	32%	20%	24%
<u>PROBLEMS IN COMMUNITY</u>						
(major or moderate problem)						
Traffic/Congestions	64%	84%	58%	83%	77%	69%
Over Population-Growth	57%	70%	41%	73%	59%	57%
Lack of Affordable Housing	42%	40%	40%	57%	53%	45%
Drug Abuse	44%	53%	35%	47%	44%	42%
Jobs That Pay Enough	53%	53%	32%	39%	44%	41%
Crime and Violence	44%	51%	47%	35%	39%	41%
Lack of Parenting Skills	48%	50%	37%	36%	38%	39%
Lack - Affordable Med. Care	40%	37%	28%	35%	44%	36%
Alcoholism	37%	48%	32%	36%	34%	34%
Lack of Affordable Child C.	38%	39%	22%	34%	36%	31%
Youth Violence	31%	46%	30%	25%	32%	31%
Teenage Pregnancy	43%	40%	23%	23%	39%	30%
Lack - Affordable Dental Care	38%	27%	22%	29%	33%	29%
Domestic Violence	32%	33%	25%	35%	39%	29%
Gang Activities	24%	49%	31%	15%	24%	28%
Lack of Youth Activities	33%	25%	29%	31%	27%	26%
School Drop-Out	26%	32%	25%	30%	27%	26%
Inadequate Public Transport.	22%	23%	23%	34%	24%	25%
Lack of Rec Facilities/Progs	35%	24%	25%	25%	25%	25%
Child Neglect	32%	29%	22%	21%	34%	24%
Poor Quality Education, K-12	16%	33%	30%	18%	42%	24%
Lack of Affordable Legal Svc	28%	21%	22%	26%	27%	23%
Mental Illness or Emotional	20%	32%	18%	20%	32%	23%
Lack of Quality Child Care	20%	29%	18%	27%	27%	22%
Lack of Money for Basic Svc	22%	29%	21%	18%	30%	22%
Physical Abuse of Children	18%	25%	15%	24%	30%	20%
Illiteracy	19%	18%	22%	20%	29%	19%
Lack of Housing for Seniors	25%	22%	19%	14%	20%	18%
Lack of Housing-Disabilities	20%	14%	18%	23%	22%	18%
Homelessness	22%	25%	14%	22%	15%	18%
Unemployment	16%	17%	17%	10%	18%	16%
Lack of Services in Area	19%	15%	14%	9%	23%	15%
Racial/Ethnic Discrimination	15%	13%	12%	15%	21%	14%
Lack of Services-Disabilities	20%	8%	13%	10%	21%	12%
Youth Suicide	8%	11%	10%	13%	6%	9%

II.C. Focus Group Reports

Sikh Community Focus Group

Facilitator: Tarlochan Singh Randhawa

1. What do you like about your city/community? What makes it a good place to live?

Close to shopping mall	Nice neighborhood	Proper civic amenities	Large population of Sikh
Community			
Close to freeway	Cleanliness	Congenial atmosphere	Relatively safe place
Close to airport	Law and order	Environment	Not overcrowded
Close to Sikh Temple	Less expensive	Less pollution	Good economy
Facilities	Low rent	Peaceful/quiet	Diversity
Good place to live	Police	Development	Good place to raise children
Health services	Stores open 24 hrs	Business opportunities	Free shuttle to stores
Schools/Education	Transportation	Social Services	

2. In the past five years what major changes have you seen in your city/community?

Growth of population	Growth in Sikh population	Improvement in medical services
Police surveillance	Better bus service/routes	Real estate prices has gone up
Increased/heavy traffic	More auto accidents	Other developmental activities
Increase in crime	Speed limits	New and good roads
New stores	Street lights	Housing development/new construction
Better roads/maintenance	New parks/parks improved	Growing businesses
Sikh community has grown a lot and second generation is more visible now.		

3. Of all the issues facing your city/community today, which ones are the most important to you and your family?

Safety	Relationships/environment	Cropping up of community groups
Security	Difference of ideas	Confusion among teens and adults
Housing	Priority of background	Smoking in teenage/school-going kids
Medical	Religious differences	Availability of interpreters in hospitals
Transportation	Drug free zone	Absence of medical clinic
Education	Caste system	Parents' rigidity
Bus/train service	Theft of cars	Egoism
Friendly	Less crime	Expensive housing
ESL	Overspeeding in residential areas	
A community school to satisfy needs of Sikh community		
Job situation/jobs for non-English speaking people		
Teaching Punjabi culture and traditions to children (in school curriculum) and to adults		
Preserving our culture, social values and heritage		
Presence of Asians in work force provides a feeling of security and assurance		

4. Do you know what types of social services are provided in your city/community? If so, which social services do you see as most important to the members of your city/community?

NO:

There are no social services provided to our community.

Sikh community is unaware of the social services provided by their local governments and is suffering due to their own differences of opinions (not related to the social services) of their community leaders.

To educate the Sikh community about the Western culture.

Not sure/not aware of social services/not aware of social services due to language barrier.

YES:

Teaching ESL to new immigrants and helping in job opportunities
Language interpretation
Teaching of Punjabi language
Health Services
Free Shuttle to shopping center
Transportation to Sikh Temple at 5200 Talbot Road South
Interpreter services
Community harmony
Immigration services
Religious and food services – community kitchen in the Sikh Temple
Blood donation camps are organized twice a year in the Sikh Temple

5. Of the social services you know about, which should be expanded or improved?

ESL

Medical (especially for the new immigrants who can't afford expensive medical treatment)
Community harmony
Public/social relationships
Shuttle service to parks and the Sikh Temple
Shuttle service can be expanded
Senior Centers – culturally oriented
Translation of available social services into Punjabi
Senior Citizen Hall
Language (English) interpretation
Teaching of Punjabi
DSHS
Some DSHS centers are more helpful than the others
More Metro bus service for the elderly or who are not able to drive or not able to buy a car
Adult education
Library services
First need to identify the problems of the Sikh community before providing any help
Especially East Indian community are not getting enough

6. Where do you see gaps in social services system? (What is not there that you need or is needed by others?)

Not sure/not aware of/can't suggest
More books on Sikh religion and culture in Public Libraries in English and in Punjabi as well
Need to approach the minorities, who lack communication in English
Parks should be strictly no smoking
More powers to police
Intercultural programs
Mutual help
Interpretation services of various Indian languages
Reaching every individual in the community with the programs offered
Lack of involvement of the members of the community
A cooperative or semi-private school to accelerate the social involvement of community
Sikh community is hard working and taking very less care about themselves and their children
Feeling of insecurity and future uncertainty mostly over killing their needs

7. Are the services available? If not, what are the barriers between the services and the people who need them?

Don't know/not sure/services not available/not aware of the services

Barriers:

Lack of communication among the agencies and the community members

Lack of volunteers to educate the community

Main barriers also lie within the community as a result of children and the elderly are suffering

Community is discriminated

Language barrier

Cultural barriers

Medical clinic is needed

Park is needed

Yes, services are available, but community is not aware of

8. Where do you go when you need help?

Relatives/extended family

Friends

Sikh Temple

Talk to the people who are aware of the services

Concerned departments

Directories

DSHS

Social Security Administration

Social services run by State and Federal agencies

911

9. If English is not your primary language, how do you overcome language barriers?

Friends/acquaintances

Relatives

Children who can interpret

Trying to learn/learning with experience

Experience more problem in expression (spoken English)

Know English/not applicable

Interpreter/interpretation services provided by State agencies

10. Any other comments or suggestions?

Start any program by which all members (vast majority) become aware of the benefits/social services

Inter-community harmony

Medical care for elderly

Free medical centers

Racial discrimination especially with supporting full beard and turban and due to the religious beliefs

Confusing Sikhs with the Muslim community

The baptized Sikhs should be allowed to wear ceremonial sword in public and in schools to the children

Uniform in public schools

More homework to the children in schools

Religious, cultural, language and apparel tolerance in public

Due to diverse background of the Sikh community, government at various levels and other agencies need to call scholars, professionals and intelligentsia from Sikh community to identify the problems and finding their solutions

Sikh community needs to be educated about social services
Bus service/route/shuttle service to the Sikh Temple at 5200 Talbot Road South
Cooperative school for the community
Psychological assistance to the needy
ESL classes at the Sikh Temple
Community College is needed
Information about the social services (translated into Punjabi) should be posted/presented in the Sikh Temple
Translation of major social services available in the South King County should be translated into Punjabi and should be distributed and shared in the Sikh Temple in the congregation

Ukrainian Community Focus Group

Facilitator: Oleg Pynda

- 1. What are two or three things that you like about the City of Kent? (What do you see as the assets of the City? What works well?)**

Safety
Housing
School
Parks
Downtown
Shopping mall
Medical centers
Library with resources Ukrainian language
Police
Fire Department

- 2. Do you know what types of human services are provided in Kent? In what areas do you see human services needing improvement or expansion?**

Not really, those that exist have to adjust to the needs of the Ukrainian community.

- 3. Where do you see gaps in the system that need to be filled? (What is not there that you need/think is needed?)**

Culturally appropriate services
Senior and youth services altered to cultural traditions

- 4. What are the issues that you see as important in the Kent community?**

Communication between officials and community, especially non-English speaking

- 5. Are the services accessible? If not, what are the barriers between the services and the people who need them?**

Culture
Language
Some services are great but not acceptable because of different culture/religious backgrounds.

- 6. Can you list several thing that human services is doing well?**

Food banks
ESL

7. Do you feel comfortable contacting services? Why or why not?

No. Language/culture/religion

8. Do you use services? Why or why not?

Not really. Not aware of. Some services (especially youth activities) are not appropriate to our youth.

9. Where do you go for help?

Ukrainian Community Center

10. How do you overcome language barriers?

In some cases (when paid by DSHS) using interpretation agency. In other cases using volunteers from Ukrainian Community Center.

Hispanic Community Focus Group

Facilitator: Shaunna Atkinson

The Hispanic Community in South King County is quite large and much of the community is focused around the Catholic Church. I attended the church located in Kent many times to collect this data. It was well attended from the Hispanic community who lives in South King County. The service was always standing room only and conducted in Spanish.

The members I interviewed enjoyed living in South King County cities but they expressed that prejudice was very alive. While I was outside the church in the crowd on Sunday a Kent police car drove by very slowly and stared down the Hispanic people as they were standing around visiting. It made even me feel very unsafe and uncomfortable. I felt it was a silent method of harassment that I experienced while standing in the crowd and it made everyone uneasy.

The community members that I interviewed felt that South King County had much to offer in regards to stores, churches and schools but the language barriers made even the most simple task difficult. There seemed to be minimal knowledge of the different social service agencies and many did not know that it was available to them.

Food banks and housing information is greatly needed but how to access this information without bilingual materials is a problem. In the past five years the community felt that more Hispanic people were moving to South King County because housing is more affordable but the community is becoming more impoverished. Employment, health, and immigration issues are issues that need to be addressed.

Domestic violence is a huge issue in the Hispanic community. Much of the abuse remains unreported because of the threat of deportation. If the woman is deported the family will separate because many of the children are U. S. citizens. The mother and children will live in two countries. Additional outreach with bilingual counselors is needed to continue to address this problem.

Many expressed transportation was an issue to the social service agencies due to the language barrier. The community unanimously requested ESL classes and agreed that the Kent church would be an excellent location. They are very proud of their strong heritage and language but everyone I spoke to understands the importance of the English language. They want to learn English and it is a priority in the community.

The community members enjoy the cities they reside in but did not feel they are apart of their city. Every member I interviewed felt they were a community within a community.

Additional needs of the community is continued bilingual education in the school system K - 12 and bilingual teachers. A bilingual staff member is needed particularly during school conferences, which would allow the parents knowledge of the school system and progress of their children.

Bilingual statements in regard to billings from utility agencies and bilingual information of events that are happening in the community are needed.

The community requested an advisory board of community members with the designated cities be set up. It would allow the cities to have access and knowledge of the Hispanic community and vice versa.

A designated community place such as a library is needed to allow the community to help their children with homework along with a tutor. Many are unable to help the school age children because of the language barriers and a central location would allow the community to locate a bilingual tutor to address this problem, which would allow both student and parent to learn.

They requested a brochure in Spanish that would help them access medical doctors, specialists and immunization information in South King County. Additional information on locating fair housing, legal aid and the elimination of immigration laws needs to be addressed.

The Hispanics have a Commission on Hispanic Affairs in Olympia, WA. The Director, Onofre Contreras is newly appointed by Governor Gary Locke. The 1998 population figures I received from the Commission on Hispanic Affairs is 343,225 Hispanics in the State of Washington and 57,716 in King County. In the year 2050, one quarter of the United States population will be comprised of Hispanics.

Native American Focus Group

Facilitator: Nathan Miller

In the United States including Alaska, there are 500 federally recognized tribes. Washington state has twenty-eight recognized tribes and there are several tribes in Washington going through the process to become federally recognized by the government.

As in all communities there are issues that need to be continually addressed. A local study reports that “Urban Indians experience high rates of trauma, differing from those among whites”. Family histories of alcohol and drug abuse play a factor in this figure.

- * 1990 census shows 2.0% children in Washington state are Native American.
- * 6.0% of all referrals made to Child Protective Services were Indian families.
- * 12.0% of all children in out of home placement were Native American.
- * 17.1% of all children in care more than four years were Native American.

The Department of Social and Health Services (DSHS) maintains an Indian Unit within its structure that oversees the well-being of Native American/Alaska Native children when they become part of the state’s system. The Indian Unit plays a role by advocating for the children with Native American descent. A unit is maintained for South King County in Kent and there is a satellite station on the Muckleshoot Indian Reservation in Auburn, Washington.

The Seattle School District has an alternative public school in North Seattle that many students from South King County attend. The Native American students take the Metro bus and travel a great distance daily to attend the American Indian Heritage School. The school offers Native American teachers and a culturally relevant curriculum for the students. A large Native American/Alaska Native community lives in South King County and the surrounding area.

The cost of living, including high rent cost, is the primary reason for the movement outside of Seattle. Many of the community members stated they are at or below the poverty level. Finding affordable housing is a key issue for the community. Many of the community members who arrive in this area come from a reservation in or out of the state and have moved for better opportunities such as employment and higher education. The unemployment rate on a reservation is usually very high with limited opportunities. The arrival to a city from a rural background creates a cultural shock for many of the community members. It is imperative that the social service agencies are accessible in order for the families to have a safety net if it is needed. There are huge gaps between the people and the services, particularly with the transient native community. The need for a liaison with the cities of South King County and the Native American community needs to be addressed and met.

The Native American community generally uses the Seattle Indian Health Board for their medical needs. The center has many additional services to offer, but a site in South King County is greatly needed.

Domestic violence is an issue in the community which sometimes leads to homelessness in our community. Domestic violence issues are usually compounded with other issues in a household such as mental health issues and chemical dependency issues.

Chief Seattle Club, a Catholic Community Services is an outreach program in downtown Seattle run by a Catholic nun, Sister Julie. South King County Native American people use this agency for referrals and it gives them an opportunity to receive assistance from Indian people. A similar site in South King County is greatly needed for the large native American community in South King County.

The gap continues to build if the racism and the insensitivity of Indian people and all people of color is not addressed. The Native American people need to feel they are a part of the cities they live in and raise their children in. The cities in South King County and the Indian people could benefit greatly if an employment fair could be set up to promote people of color to apply for jobs within the cities.

III. Retreat Summary of Key Issues

South King County Subregional Steering Committee Retreat Notes

Criteria

- ◆ Opportunity to do something (political, community will to do)
- ◆ South King County focus
- ◆ Potential impact on other issues (recurring themes)
- ◆ Service providers can influence outcome
- ◆ Size of need of not
- ◆ Emergent or long standing

Population

- ◆ Significant growth
- ◆ Large immigrant population
- ◆ Number of 0 - 9 year old growth
- ◆ Significant increase in South King County of seniors
- ◆ Increased diversity: Asian, Eastern European, African American Hispanic, African, Ukrainian, Vietnamese, Somalian
- ◆ Low income moving south
- ◆ Pockets of poverty as well as dispersed throughout the County

Basic Needs

- ◆ More use of food/clothing banks
- ◆ Gap: Capacity to serve people is not there for agencies
- ◆ More 2 parent families, working and non working, needing housing
- ◆ More calls for housing and housing assistance
- ◆ Gap in available housing: Emergency shelter and transitions
- ◆ South King County landlords now able to get market rate rents causing displacement
- ◆ Inconsistent or spotty ability to provide food especially for homeless
- ◆ Subsidized housing inadequate to meet need of population
- ◆ South King County cities do not want more low income housing
- ◆ Federal funds now targeted to market rate
- ◆ Economics and domestic violence main reason for homelessness
- ◆ Growth in number of persons who will not be able to afford housing etc.

Supportive Relationships

- ◆ Lack of quality, affordable, weird hours, accessible childcare (especially infant care)
- ◆ South King County has the largest number of TANF participants needing childcare.
Also manufacturing population.
- ◆ Culturally relevant child care and other services
- ◆ Lack of youth activities and transportation to get places
- ◆ Growth of gangs
- ◆ Role reversal - children control communication parents get because they don't speak English
- ◆ Families isolated from communities (families of color)\
- ◆ Lack of persons of color as mentors
- ◆ Youth activities need to be appropriate for each culture
- ◆ Lack of services that support elderly staying in own homes
- ◆ Lack of safety for seniors in communities (pedestrian, etc)
- ◆ Lack of services for seniors with disabilities
- ◆ Lack of attachment to community/neighborhood
- ◆ Youth general lack of assets" 2 parents working, no place to go, lack of community
- ◆ Work and life style trends prevent involvement in community
- ◆ Teen pregnancy rate is highest in S King County
- ◆ Lack of residential services for runaway/homeless youth

Safe Havens

- ◆ No safe and secure place or way to put youth in a facility- only jail
- ◆ No safe, secure place to put persons with mental health problems
- ◆ Lack of services for persons involved in Domestic Violence
- ◆ Growing number of homicides and violent crimes resulting from domestic violence
- ◆ Trend to reduce domestic violence to misdemeanor crimes
- ◆ Increase of workplace and school place violence
- ◆ Lack of systems to prevent elder abuse at home and in boarding homes
- ◆ South King County has highest number of child abuse complaints
- ◆ Increase in youth gang activity and youth violence

Health Care

- ◆ Immunization rates are good countywide
- ◆ Difficulties of South King County Native Americans to utilize health services
- ◆ Dental care for low income lacking
- ◆ Lack of insurance for low/moderate income adds to problem
- ◆ Rates of receiving early prenatal care lowest in South King County
- ◆ Smoking on rise in youth while going down in all other populations
- ◆ Drugs and alcohol still viewed as big problem
- ◆ Lack of long term substance abuse programs and out patient facilities
- ◆ Rise in asthma, tuberculosis, cancer, heart disease and diabetes
- ◆ Growing inactivity in children
- ◆ Language interpreters for medical/health services needed esp. South King County
- ◆ More use of multiple drugs
- ◆ Mental health service gaps for low income or uninsured

Education/Job Skills

- ◆ Greater ESL demand and more community services needed
- ◆ Need for up front ESL services for immigrants
- ◆ Barriers to access to good jobs: childcare, transportation, etc.
- ◆ Big demand for GED & Basic Skills for persons with out High School diploma
- ◆ Lack of youth employment services
- ◆ Highest school dropout rate in South King County
- ◆ Most of employment in South King County is in low paying jobs
- ◆ Employment services for DD persons are limited
- ◆ No senior employment services
- ◆ Educational system not instituting work place practice or preparation

Basic Needs

More use of food and clothing banks

Gap in food bank capacity especially for homeless

Goal:

Getting all food banks at the table together and working together
Getting all to deliver equal services

Strategies:

Develop standards of service
Work with South King County Food Bank Coalition

Goal:

Seeing incentives of collaboration
Build capacity of banks stretched to limits

Strategies:

Do capital campaign operation etc fundraising
Get a coordinator position

Goal:

Linkage with cultural groups

Strategies:

Recipes cooking classes
Publishes menus
Universities for nutritionists
Use recipients for recipes

Strategy:

Advocacy

Supportive Relationships

Lack of quality affordable accessible childcare that is culturally relevant (especially infants)

Number of TANF recipients needing childcare

Goal:

Get employer involved

Strategies:

South King County Childcare forum
Learn from the Bellevue/Redmond model
Link up with Child Care Resources

Goal:

Get providers more connected and working together

Strategies:

Sponsor forum on quality

Goal:

Awareness of funding (i.e. from banks, etc

Strategies:

Use Renton Tech involved and other community colleges
Educate folks about the Need
Publish Studies
Get politicians involved
Start South King County childcare coalition
Use TANF clients to open new childcare centers

Goal:

Look at developing childcare centers

Strategies:

Advocacy
Get YWCA here

Goal:

School based childcare centers should be DSHS licensed

Strategies:

Legislative advocacy

Safe Havens

Lack of services

Growing number of homicides with DV

Goal:

Increase shelter capacity
Diversify get other agencies not just dawn
Make DV equal to drunk driving

Strategies:

Replicate Kent's family violence unit through out the county

Goal:

Increasing education through out cultural groups

Strategies:

Bring cultural aspects like Renton into materials

Goal:

Build/enhance on what each city or county already has fire, churches,
judges, prosecutors, DV task forces
Standards for DV throughout the county

Strategies:

Look at good models in other cities (Seattle etc.)

Goal:

Want victimless prosecution

Strategies:

Advocacy

Goal:

Increase services for children
Increase cell phones, portable alarms and panic buttons

Health Care

Mental health service gaps for low income and uninsured

Strategies:

Advocacy

Goal:

Identify Barriers

Understand issues more and educate about laws

Look at other models

Increase capacity to serve homeless mentally ill

Strategies:

Call meeting with mental health players

South King Council of Human Services to do program

Goal:

Develop residential facility for mental health treatment

Awareness/increase community awareness

Mental health is as important as physical health

Identify mental health deterioration in the elderly

Education/Job Skills

Greater ESL demand

Need for up front ESL services for immigrants

Goal:

Make it more accessible at churches, work places, non-profit agencies
and where people congregate

It is okay to ask for help

Know more about ESL programs

Strategies:

Go to the people needing the services and ask them "how to"

Move existing college programs into communities

Goal:

Get funding out of college hands

Support growing number of cultural services and ESL centers in South
King County

Strategies:

Develop curriculum and teach it

Use customers as teachers

Coordinate with other providers

IV. Steering Committee Members

Dini Duclos, South King Council of Human Services
Helaire Echohawk, Seattle Indian Health Board
Cathy Garland, United Way of King County
Bill Goldsmith, King County Division of Community and Human Services
Ann Guenther, City of Federal Way
Merina Hanson, City of Kent
Katherin Johnson, City of Kent
Karen Marshall, City of Renton
Cathy Peters, South King Council of Human Services

IV. Collaborators

City of Algona
City of Auburn
City of Black Diamond
City of Burien
City of Covington
City of Des Moines
City of Enumclaw
City of Federal Way
City of Kent
Maple Valley
City of Pacific
City of Renton
City of SeaTac
City of Tukwila
King County Community Services Division
Seattle Indian Health Board
South King Council of Human Services
South King County Human Services Forum
South King County Human Service Planners
United Way of King County

IV. Who to Call for More Information

Dini Duclos	Multi Service Center	(253) 838-6810
Cathy Garland	United Way of King County	(425) 226-3174
Bill Goldsmith	King County Division of Community and Human Services	(206) 205-0610
Ann Guenther	City of Federal Way	(253) 661-4039
Katherin Johnson	City of Kent	(253) 856-5073
Karen Marshall	City of Renton	(425) 430-6652
Cathy Peters	Catholic Community Services	(253) 850-2525